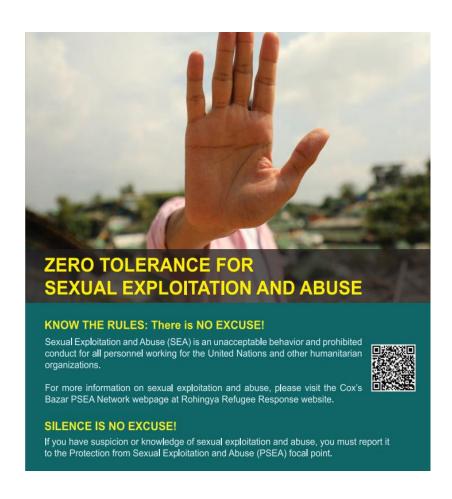




# PSEA Network, Cox's Bazar, Bangladesh

Key Messages for Humanitarian Workers and the Community People on Protection from Sexual Exploitation and Abuse (PSEA)

Awareness-raising messages in the context of the Rohingya Refugee Response





# 1. Overall Messages

- All kinds of humanitarian and development aid or assistance are free. No sexual or other favor can be requested in exchange for assistance.
- All humanitarian and development organizations have a policy of zero tolerance of sexual exploitation and abuse.
- Any case or suspicion of sexual exploitation and abuse should be reported.

## 2. Sample key messages for Organizations

- Communicate in languages and formats that are easily accessible, understandable, respectful, and contextually appropriate for people and communities.
- Regularly share relevant and timely information with people and communities, including about their rights in relation to the commitments and responsibilities of the organization.
- Identify, prevent, mitigate, and address potential and actual negative impacts of programmes on people and communities.
- Plan and implement safe, accessible, and appropriate ways for all groups in a community to provide feedback, report concerns and complaints in line with recognized good practice.
- Regularly monitor that people and communities understand how staff and volunteers are expected to act to prevent harmful behaviors, including sexual exploitation and abuse, and harassment.
- Apply appropriate victim/survivor-centered approaches to investigate and address complaints and reports of any misconduct, including sexual exploitation, abuse, and harassment.
- Maintain a safe and inclusive working environment, taking measures to protect the safety, security and well-being and dignity of all staff and volunteers.
- Humanitarian organizations must encourage everyone to report abuse.

## 3. Sample key messages for Humanitarian Worker

- Humanitarian workers must treat everyone with respect.
- Humanitarian workers are not allowed to ask for or accept bribes for aid.
- Humanitarian workers are not allowed to have sexual relationships with refugees and community members that they are supporting.
- Humanitarian workers must never pay for sex. Aid workers must never have sexual relationships with anyone under 18 years of age, even if it is legal in the country.
- Humanitarian organizations encourage complaints. [Please share the Complaint mechanism of the organization with all the staff (PSEA FP mobile number, Hotline number etc.)].
- Take care of your own health and wellbeing.





- 4. Sample Key messages for staff on Responding the Disclosure of SEA (If a member of the community tells you they are a victim/survivor of SEA)
- Always Be Prepared: Know who the PSEA/GBV Focal Point/Officer is. Know what services are available.
- **Listen:** Thank the person for sharing it. Listen attentively without any judgement or blaming. Ensure the person that confidentiality will be respected.
- Link to Services: Ask for consent to contact the PSEA/ GBV Focal Point /Officer to help the victim/survivor access assistance. Assess protection needs of the person, inform services available, safely refer the person to GBV services with the person's informed consent.
- **Explain:** Explain your obligation to report. Check for the person's consent to share identifying information (name, phone number etc.) for investigation purposes.
- Report the incident to your PSEA FP
- **Ensure Confidentiality**: Ask for consent to share details with investigators. Do not gossip or reveal details of the incident to others.

## 5. Sample key messages for the community people

## Assistance/Aid is always free

No one can demand: • Money • Favors • Sexual relationships for any assistance or services that you receive.

## You have the right to protection and services

- If you know or suspect that abuse is happening, you have the right to report it and seek help
- Reporting will not prevent you from receiving assistance (Please share the reporting mechanism)

# You have the right to protection from sexual exploitation and abuse

- Reporting abuse and exploitation will not prevent you from receiving aid.
- We will listen to you and support you in getting help.
- You have the right to receive assistance and support.
- You have the right to justice and accountability.
- You have the right to privacy and confidentiality.
- You have the right to be protected.
- You have the right to decide how involved to be in the organizational process.

#### It's never the survivor's fault

- The survivor is never to blame.
- Service providers do not tolerate sexual exploitation and abuse.
- People's safety and dignity is the priority.

# You can report concern or suspicion of harm or abuse

- If you feel unsafe or wish to report a concern, please report to us.
- Reporting will not prevent you from receiving assistance.

## We will listen to you

- You have the right to report a service provider if they harm or upset you
- Any complaint you make will be confidential
- Your safety is our priority